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Claims
What is claimed is:

1. (Original) A system and method to give a true indication of respondent satisfaction to an electronic questionnaire survey which is characterised by asking the respondent or plurality of respondents to give their answers to two sets of questions with both sets of questions being based on similar statements, but posed differently, so that the first set of questions are answered emotionally by the respondent and the second set of questions are answered rationally, ranking the responses to both sets of questions and comparing the rankings from both sets of questions.

2. (Original) A method according to claim 1 of subdividing the subject matter of the said questionnaire survey into common groups in which the said statements are equally distributed in number amongst the groups.

3. (Currently Amended) A method according to claim 1 of defining two sets of said similar statements in which both sets of statements contain sentences with the same meaning, but using different words so that the first set can be used in a set of questions designed to be responded to emotionally and the second set can be combined to answer the questions rationally.

4.(Original) A method according to claim 1 of defining one set of said questions in which the said first set of statements can be assessed by the respondent simply and quickly by using a limited number of response possibilities, thereby allowing the respondent to respond emotionally to the said statements.

5. (Currently Amended) A method according to claim 1 of defining a second set of said questions in which the said questions dynamically group together a number of statements from the said second set of statements at the time of questionnaire.

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6. (Original) A method according to claim 5 of grouping together a number of statements from the said second set of statements in which the said statement groupings depend upon the respondent's answers to the first set of questions.

7. (Original) A method according to claim 5 in which the said questions are defined so that the respondent is forced to respond rationally to the said group of statements.

8. (Currently amended) A method according to claim 1 of scoring and ranking the said responses to the said first set of questions in which the respondent's emotional response has a value calculated, which represents the level of conviction of the respondent's emotional responses to the said questions and then ranked.

9. (Currently amended) A method according to claim 1 of scoring and ranking the said responses to the said second set of questions in which the respondent's rational response has a value calculated, which represents the level of conviction of the respondent's rational responses to the said questions and then ranked.

10. (Original) A method according to claim 1 of comparing the emotional and rational responses from the respondent or plurality of respondents in which the closeness of match of emotional and rational responses is quantifiably measured, thereby giving a value for respondent or plurality of respondents' satisfaction.

11. Cancelled) A system, either standalone or part of a network in its broadest sense, capable of presenting a questionnaire survey to a respondent or plurality of respondents for completion which is characterised by an input device, display device, storage device and processing unit.

12. (Cancelled) A method according to claim 11 of providing a centrally coordinated distribution of questionnaire surveys on behalf of a number of questionnaire survey originators for those surveys where such a feature would be beneficial

13. (Currently amended) A system and method of having stored responses to the first part of a questionnaire in a system, which is either stand alone or part of a network in its broadest

sense, from an input device, the said responses are processed in a central processing unit in the said system and based on the results, the questions for the second part of the questionnaire are dynamically arranged and presented on a display device to the respondent for completion; after which the respondent's resulting input on the said input device is once again registered and processed in the said processing unit and finally stored in a storage device. At this stage a summary of the respondent's results can be presented to the respondent in both a textual and graphical format on the said display device.

14. (Cancelled) ~~A method according to claim 13 of allowing the questionnaire survey originator to choose a level of anonymity to be associated with the said questionnaire survey in the said network environment in which each respondent receives a login and password, which are both stored in a database on the said storage device, and can be defined so as to either identify the respondent, or not and prevent the respondent from entering multiple responses, or not. The said questionnaire survey originator means the individual or entity conducting the questionnaire survey.~~

15. (Original) A method according to claim 13 of giving the respondent immediate feedback in which a textual and/or graphical summary of their input is shown immediately on the said display device following their completion of the electronic questionnaire survey.

16. (Cancelled) ~~A system, either standalone or part of a network in its broadest sense, capable of summarising inputs from a questionnaire survey from a respondent or plurality of respondents which is characterised by an input device, display device, storage device and processing unit.~~

17. (Cancelled) ~~A method according to claim 16 of summarising the inputs from a questionnaire survey in which the said input device is able to be used to interrogate the inputs stored in the said storage device, process the inputs in the said processing unit and present the results on the display device both textually and graphically.~~

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18. (Cancelled) ~~A method according to claim 16 of summarising the inputs from a~~
~~questionnaire survey in which not only can each questionnaire survey originator see the~~
~~results for their own entity, but also for their entity's entire industry, which, because of the~~
~~repeatability of the~~
~~present invention, now becomes possible, for those surveys where such a feature would be~~
~~beneficial.~~

19. (New) A system, either standalone or part of a network in its broadest sense, capable of
capturing and summarising inputs from a questionnaire survey from a respondent or plurality
of respondents such that each questionnaire survey originator is able to see the results not
only for their own entity, but also for a plurality of entities, typically in the same industry
(consisting of like-minded survey originators) thereby allowing industry wide benchmarking,
which, because of the repeatability of the present invention, now becomes possible, for those
surveys where such a feature would be beneficial.

20. (New) A method according to claim 19 of assigning values to the respondents emotional
responses which allow a simple summary of emotional responses from a plurality of
respondents by using simple addition.

21. (New) A method according to claim 19 of assigning values to the respondents rational
responses which allow a simple summary of rational responses from a plurality of
respondents by using simple addition.

22. (New) A method according to claim 19 of adding the results of the emotional responses of
all respondents in the survey originator's entity as well as their rational responses and
comparing the two results, so that values can be mathematically assigned to both the entity's
satisfaction and level of conviction which are representative for the whole entity and are both
devoid of human emotion and repeatable.

23. (New) A method according to claim 19 of presenting the results from the survey both
textually and graphically so that the survey originator sees both a summary of their own

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entity's results for satisfaction and level of conviction as well as the results of a plurality of

entities, thereby allowing an immediate benchmarking.